



## User Guide for JomPAY QR

No	Question	Answer
1	How do I register for JomPAY QR for the first time via GO apps?	<p>Before you can use Scan QR you need to perform a one-time registration. There are two (2) options:</p> <p>Option 1: At the login page.</p> <ol style="list-style-type: none"> <li>1. Tap on Scan QR icon.</li> <li>2. Enter password and tap Proceed button.</li> <li>3. Select Continue button.</li> <li>4. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, accept T&amp;C and tap Let's Register button.</li> <li>5. Verify the details as displayed on the screen and tap Confirm button to proceed.</li> <li>6. Enter the unique 6-digit i-Access Code that is generated and sent to your registered mobile number via SMS.</li> <li>7. Click ✓ button.</li> </ol> <p>Option 2: After logging in.</p> <p>Method (i)</p> <ol style="list-style-type: none"> <li>1. Tap on Scan QR icon.</li> <li>2. Tap Continue button.</li> <li>3. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, accept T&amp;C and tap Let's Register button to proceed.</li> <li>4. Verify details and tap Confirm button.</li> <li>5. Enter the unique 6-digit i-Access Code that is generated and sent to your registered mobile number via SMS.</li> <li>6. Click ✓ button.</li> </ol> <p>Method (ii)</p> <ol style="list-style-type: none"> <li>1. Tap on Menu.</li> <li>2. Tap Settings.</li> <li>3. Tap Scan QR.</li> <li>4. Tap Continue button.</li> <li>5. Select Funding Account from the dropdown list, enter Purchase Daily Limit and Cumulative Limit, Accept T&amp;C and tap Let's Register button.</li> <li>6. Verify details and tap Confirm button.</li> <li>7. Enter the unique 6-digit i-Access Code that is generated and sent to your registered mobile number via SMS.</li> <li>8. Click ✓ button.</li> </ol>

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2	How do I make payment with JomPAY QR?	<p>Once you have registered for DuitNow QR, you can make payment to biller. Kindly refer to the steps below.</p> <p>Pre-Login page: Steps for Static QR Code:</p> <ol style="list-style-type: none"> <li>1. Launch GO App</li> <li>2. Tap on Scan QR icon.</li> <li>3. Scan the QR code.</li> <li>4. Verify auto populated Biller Code and Ref-1</li> <li>5. Enter amount and Ref-2 (if any)</li> <li>6. Tap Continue button.</li> <li>7. Confirm bill payment details and tap Pay Now button.</li> <li>8. Verify details and tap Approve button.</li> <li>9. Verify Payment status.</li> </ol> <p>Pre-Login page: Steps for Dynamic QR Code:</p> <ol style="list-style-type: none"> <li>1. Launch GO App</li> <li>2. Scan the QR code.</li> <li>3. Verify auto populated Amount, Biller Code, Ref-1 and Ref 2 (if any)</li> <li>4. Tap Continue button.</li> <li>5. Confirm bill payment details and tap Pay Now button.</li> <li>6. Verify details and tap Approve button.</li> <li>7. Verify Payment status.</li> </ol> <p>Post-Login QR Payment: Steps for Static QR Code</p> <ol style="list-style-type: none"> <li>1. Launch GO App, enter password, and tap Login button.</li> <li>2. Tap on Scan QR icon.</li> <li>3. Scan the QR code.</li> <li>4. Verify auto populated Biller Code and Ref-1</li> <li>5. Enter amount and Ref-2 (if any)</li> <li>6. Tap Continue button.</li> <li>7. Confirm bill payment details and tap Pay Now button.</li> <li>8. Verify details and tap Approve button.</li> <li>9. Verify Payment status.</li> </ol> <p>Post-Login QR Payment: Steps for Dynamic QR Code</p> <ol style="list-style-type: none"> <li>1. Launch GO App, enter Password, and tap Login button.</li> <li>2. Tap on Scan QR icon.</li> <li>3. Scan the QR code.</li> <li>4. Verify auto populated Amount, Biller Code, Ref-1 and Ref 2 (if any)</li> </ol>

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		<ol style="list-style-type: none"> <li>5. Tap Continue button.</li> <li>6. Confirm bill payment details and tap Pay Now button.</li> <li>7. Verify details and tap Approve button.</li> <li>8. Verify Payment status.</li> </ol>
3	How can I change the transaction limit?	<p>To change the transaction limit for JomPAY QR, kindly refer to the steps below:</p> <ol style="list-style-type: none"> <li>1. Launch GO App, enter Password, and tap Login button.</li> <li>2. Tap Menu.</li> <li>3. Select Settings.</li> <li>4. Select Limit Maintenance</li> <li>5. Change Amount for Bill Payment, JomPAY &amp; Sadaqa Ilimit and tap Update button.</li> <li>6. Verify details and tap Approve button.</li> </ol> <p>You have successfully updated the Bill Payment, JomPAY &amp; Sadaqa and then tap OK to proceed.</p>
4	Which debiting account can I choose for JomPAY QR?	For JomPAY QR, the debiting account will refer to preferred account that was selected during DuitNow QR registration.
5	How do I select my preferred JomPAY QR source account?	<p>Below are the steps to select your preferred source account:</p> <ol style="list-style-type: none"> <li>1. Login to GO App</li> <li>2. Tap on Menu and select Setting.</li> <li>3. Select Scan QR setting.</li> <li>4. Select Preferred Funding Account at drop down list.</li> <li>5. Select Account Number for debiting.</li> <li>6. Tap Save button.</li> </ol>
6	Can I de-register Scan QR?	<p>Yes, you may do so. Kindly refer to the steps below:</p> <ol style="list-style-type: none"> <li>1. Launch GO App, enter Password, and tap Login button.</li> <li>2. Tap Menu.</li> <li>3. Tap DuitNow QR.</li> <li>4. Tap De-Register (swipe toggle left).</li> <li>5. When confirmation pop up appears and tap OK.</li> <li>6. Verify and tap Approve button.</li> <li>7. When confirmation status pop up appears and tap OK.</li> </ol>